CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) Web Development Support for the Advanced Planning and Partnership Office (APPO)

TA No:	304-Rev1		
Task Area Monitor:		**Alternate Task Area Monitor:**	None
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

   The APPO currently has an existing Technolgoy Gateway website to serve as the central communication vehicle for the APPO.

3. **OBJECTIVE**

   To provide web development support for the existing Technology Gateway website.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Provide web development support for the APPO of the existing Technology Gateway website. The web developer will reside on-site in a location designated by the TAM and provide support during the normal business hours of Monday - Friday 8am to 4pm.

   Web development support will be provided for the following activites:

   - Maintain and update the Technology Gateway website to ensure the production website content is current and serves as a valuable resource for both internal and external customers.

   - Ensure NASA's website security to limit access to confidential files while still providing a user friendly interface to relevant information. This includes the maintenance of firewalls to protect the website from hackers or others who may try to steal or destroy information.

   - Monitor website usage and traffic and recommend changes and upgrades to make the site more appealing and functional.

   - Promote the website online to increase prominence within the NASA web community where possible.

   - Wok closely with all Innovation Partnership Program (IPP) departments (i.e., marketing,

intellectual property management, Small Business Paternership Team, researchers, engineering, IT Etc.) in the devleopment and maintenance of the website.

- Ensure regular communnication and email contact with team and act as the main point of contact for all web development activities.

- Assist in the development of web based marketing strategies.

- Keeep abreast of new technology and understand how to implement it in order to enhacne the existing website.

- Attend team meetings (not to exceed five per week).

Exceptions and Additional Requirements:
The web developer will reside on-site at NASA LaRC and will eventually provide full time web development support to APPO. Full time support is expected during May 2009.

General IT Support Services Performance Metrics
Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given
Performance Metrics:

        Exceeds: "Meets" and customers rate service as very-good to excellent.

        Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

        Fails: Customers rate service as unsatisfactory

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Requirements of schedule TBD.

11. PERIOD OF PERFORMANCE

This TA is effective from 04/27/09 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

The quality of the web site is to be user friendly, content is to be easily obtained, and technical content current. The timeliness of the work shall enable the web site to be available and operable 24/7.

Quality: 50%   Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule. In the event of down-time, web site shall be restored within 8 hours.

14. GOVERNMENT ESTIMATED COST

$25,000.00

15. FUNDING INFORMATION

Funding last submitted on 07/06/2009.

16. MILESTONES

Date	MileStones
02/19/2009	Perform monthly updates to the APPO web site on the first of every month.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Receipt of task order	Notify Technical Monitor that task order was received and who the point of contact will be for this task

18. FILE ATTACHMENTS

None.